

**Verizon New England Inc.
d/b/a Verizon Massachusetts**

Commonwealth of Massachusetts

D.T.E. 03-60

Respondent: Jim McLaughlin
Title: Executive Director - Operations

REQUEST: AT&T Set 1

DATED: November 25, 2003

ITEM: AT&T 1-32 Does Verizon have logs or other records documenting the time required by its employees to complete the tasks associated with either the individual or the bulk hot cut process? Please list each task for which completion time is recorded. Please provide such records, organized by the CO location in which the recorded work occurred. Please also provide any documentation that contains descriptions or instructions concerning these records.

REPLY: Verizon submitted hot cut cost studies in its Initial Panel Testimony on November 14, 2003 and an updated version in its Supplemental Panel Testimony on December 17, 2003, which include work time analyses for various hot-cut related work tasks. Please see Exhibit Supp-III from the Supplemental Panel Testimony.

Work time data that is collected by Verizon on a systematic basis is maintained in the WFA (Work Force Administration) system. In particular, the central office work involved in hot cuts is stored in a subsystem known as WFA-DI (for "Dispatch In").

However, WFA data is not available for the specific individual tasks that have been studied in Verizon's cost studies and that are described in Verizon's process flow charts. Rather, it is collected for more broadly defined tasks.

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ITEM: AT&T 1-35 For each Verizon host and remote central office, please state whether access lines are cross-connected via a:

- (a) Cosmic Distributing Frame
- (b) Main Distributing Frame with Intermediate Distributing Frames
- (c) Main Distributing Frame without Intermediate Distributing Frames
- (d) any combination of (a), (b), or (c).

REPLY: Please see attached "MA ATT Exhibit 1-35." The attachment contains proprietary information and is being provided to the Department and to parties in accordance with the terms of the Department's Protective Order.

Letters shown in the "Cross-Connect Type" column indicate the type of cross connection corresponding to categories (a) through (c) specified within question AT&T 1-35.

Data is provided as of December 15, 2003.